

# AMEENA SULTAN

- Unemployed, Register in ministry of labor.



## WORK EXPERIENCE

- September 2020 – December 2023

Pursing in after sales department M.H.AL Mahroos

### ASSISTANT TEAM LEADER

- Cash control (petty cash/advance/manuals (cash notes& delivery notes) including following and clearing a manual book.
- Following with spare parts section for long pending orders and availability of parts.
- Responding to the team leader and taking full control of the team when the team leader is not present.
- Assisting management staff in organizing training for employees.
- Encourage and build the team.
- Trying to control customer problems.
- Reporting customer's problem to concern supervisor.
- Identifies and develops team members to leadership position.
- Create invoice, shipment & credit note for the returning material after supervisor confirmation.

- November 2013-September 2020

### Counter clerk technical service department, M.H.A AL Mahroos

- Receiving of tools equipment (creation of new work orders)
- Making the quotations for the checked machines.
- Contact with the customer for quotation, approvals informing about ready machines.
- Billing (cash & credit customers).
- Arrange for site visiting.
- Handling customer complaints.



## Profile

### ADDRESS

Home 1695, road 3940 block  
439 North Sehla

### CPR

900506890

### Mobile

39900793

### Email

[Amoona\\_905@hotmail.com](mailto:Amoona_905@hotmail.com)



## SKILLS

### Personal skills

- Communication skills.
- Working under pressure.
- Team work.

### Computer skills.



### Language

- English.
- Arabic.



### Interest

- Reading stories
- Surfing internet.

- Sales of spare parts.



## EDUCATION & QUALIFICATION

**Bahrain training Institute, 2008-2011 Isa town, Bahrain**

National Diploma (Human resource).

**Al Ahd AlZaher Secondary School- Commercial  
Section 2006- 2008, Isa Town, Bahrain.**



## Courses

- Dec 2015 – Feb 2016 Foundation Level 1, 2 and 3 (Al Mashreq Training)
- Dec 2015 Training in Customer Service Management (Success Training Centre)
- Nov 2015 Training in Effective Report Writing and Correspondence Skills (Ait Centre)
- June 2015 Course of Developing High Performance Teams (Tylos Human Development Institute)
- May 20 till 21. 2014 First Aid Training (Al Mashreq Training).
- 2012 Occupational Safety and Health Specialist from OSHA academy (Tylos Human Development Institute).
- Oct 2015 the secret of superior service.



## References

References available upon requested.